

M/S Explorer of the Seas

USPH CORRECTIVE ACTION MEETING

The Meeting was held in Captain's Quarters on Thursday, May 11th, 2001 at 1000 hrs.

PRESENT

Captain Olav Nyseter
Staff Captain Frank Martinsen
Hotel Director Bob Tavadia
Chief Engineer Ole Pedersen

Chief Officer Kjell Nordmo
Chief Ref.Engineer Michele Guttaiano
F&B Manager Toni Clarke
Chief Housekeeper Patrick Roberts

1. MAIN GALLEY

TIME AS A PUBLIC HEALTH CONTROL WAS USED IN THE MAIN GALLEY AND OTHER AREAS SUCH AS THE WINDJAMMER RATHER THAN A STRICT TEMPERATURE CONTROL SYSTEM TO RESTRICT BACTERIAL GROWTH. THERE WAS NO WRITTEN PLAN IN PLACE TO DETAIL THE PLAN, INCLUDING THE FOOD AREAS OR FOOD PRODUCTS WHERE IT WOULD BE USED.

CORRECTIVE ACTION:

In progress.

- ♣ **Complete written plan is to be set up and implemented by Culinary Trainer.**

RESPONSIBLE

F&B Manager

2. DECK 4 PANTRY

VARIOUS CHEESES WERE ON A TRAY IN THE WALK-IN REFRIGERATOR WITH A 3 MAY OPEN DATE LABEL, BUT NO 7 DAY DISCARD LABEL.

CORRECTIVE ACTION

Corrected.

- ♣ **In addition to the written plan, special labels have been ordered for this purpose.**

RESPONSIBLE

F&B Manager

3. DECK 5 BELLBOX

CUT CANTALOUPE AND PAPAYA MELON IN A BIN IN THE WALK-IN REFRIGERATOR HAD AN INTERVAL TEMPERATURE OF 56F. THE BIN WAS REMOVED AND PLACED IN THE BLAST CHILLER

CORRECTIVE ACTION

Corrected.

- ♣ **Galley personnel re-instructed on correct procedure (must be put in blast chiller before returned to fridge)**

RESPONSIBLE

F&B Manager

4. DECK 5 BUFFET PANTRY

ON ONE HALF OF THE UPRIGHT REFRIGERATOR FULL SHEET PANS WITH COVERED SKEWERS FROM TOP TO BOTTOM OF RAW BEEF, RAW CHICKEN SKEWERS, PARTIALLY COOKED SHRIMP AND RAW SCALLOPS. THE PANS WERE IMMEDIATELY RE-ARRANGED TO PREVENT CROSS CONTAMINATION.

CORRECTIVE ACTION

Corrected.

RESPONSIBLE

F&B Manager

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5. CREW GALLEY – DISHWASH

THREE OF THE UPPPER ARM SPRAY RINSE NOZZLES WERE COMPLETELY CLOGGED IN THE FLIGHT TYPE DISHWASH MACHINE.

CORRECTIVE ACTION

Corrected.

RESPONSIBLE

F&B Manager

6. CREW MESS

THE JUNCTURE WHERE THE DECK JOINS THE BULKHEAD BEHIND THE SERVICE LNE WAS NOT COVED TO A 9.5MM RADIUS. INCREASE THE COVING WITH A HARD, DURABLE MATERIAL TO A MINIMUM 9.5MM RADIUS.

CORRECTIVE ACTION

To be ordered.

- ♣ **Plastic molding (coving) that can be glued in place to be ordered and installed. Food Service area to have different type of tiles. Guarantee Claim to be issued by Deck Department.**

RESPONSIBLE

Staff Captain / Chief Officer

7. INTEGRATED PEST MANAGEMENT (IPM)

THE WRITTEN PLAN DESCRIBES MANAGEMENT, BUT DOES NOT DETAIL MONITORING AND CONTROL STRATEGIES. LATER THE PLAN DESCRIBES DUTIES OF THE SHIPS STAFF AND FREQUENCY, BUT ONLY THE PESTICIDE CONTRACTOR IS ACTIVELY DOING INSPECTIONS AND MAKING RECORDS.

CORRECTIVE ACTION

In progress.

- ♣ **Log is to be kept by Housekeeping and F&B Departments for their respective departments. Yeoman to update documentation and Staff Captain will check and sign these Logs.**

RESPONSIBLE

Staff Captain, F&B Manager & Chief Housekeeper

8. INTEGRATED PEST MANAGEMENT (IPM)

THE WRITTEN PLAN SUGGESTS THAT NO MONITORING OR CONTROL STRATEGIES ARE IN PLACE FOR RODENTS UNLESS A PROBLEM DEVELOPS, BUT THE SHIP ROUTINELY USES RODENT GUARDS FOR CONTROL AND SHOULD HAVE SOME MONITORING INSPECTIONS FOR RODENTS.

CORRECTIVE ACTION

Corrected.

- ♣ **Ratguard Inspection to be added to the Deck LogBook.**

RESPONSIBLE

Chief Officer

9. INTEGRATED PEST MANAGEMENT (IPM)

THE ONBOARD MONITORING SPECIFIGIED IN THE PALN WAS NOT CONDUCTED AND THE LOGS FOR MONITORING INSPECTIONS AND PEST SIGHTINGS WERE NOT COMPLETED. THERE WAS NO SET INSPECTION SCHEDULE, INCLUDING SOME AT NIGHT. THERE WERE NO LOCATIONS GIVEN FOR PASSIVE SURVEILLANCE MONITORING TOOLS, NO RECORD OF PESTICIDES USED, WITH THEIR EFFECTIVENESS, AND NO RECORD OF THE TRAINING BY THE SHIPS PESTICIDE APPLICATORS OR THE SHIPS CONTRACTED APPLICATORS.

CORRECTIVE ACTION

RESPONSIBLE

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In progress.

- ♣ Ecolab has not yet been given the go-ahead from Miami Head Office. Once this has been received, implementation will go ahead.

Staff Captain

10. POTABLE WATER

THE VESSEL WAS NOT CONDUCTING A TEST OF SHORESIDE WATER FOR CHLORINE AND pH PRIOR TO BUNKERING.

CORRECTIVE ACTION

Corrected.

- ♣ 2nd Environmental Engineer has taken over the responsibility of measuring pH and chlorine before bunkering.

RESPONSIBLE

Chief Engineer

11. POTABLE WATER

THE TEST RESULTS FOR THE REDUCED PRESSURE BACKFLOW PREVENTERS WERE INCOMPLETE.

CORRECTIVE ACTION

Corrected.

- ♣ New Log has been implemented.

RESPONSIBLE

Chief Engineer

12. WHIRLPOOL SPAS

THE WHIRLPOOL SPAS WERE NOT SHOCK TREATED TO AT LEAST 10PPM FREE RESIDUAL CHLORINE FOR ONE HOUR EACH DAY.

CORRECTIVE ACTION

- ♣ Cleaning routine for pools will be changed, once SQM Prescribed Written Procedures have been updated. These routines needs to be updated in SQM and implemented onboard before October 1st, 2001

RESPONSIBLE

Chief Engineer

13. SWIMMING POOLS AND WHIRLPOOL SPAS

THE ANTIVORTEX COVERS WERE NOT INSTALLED BUT WERE ON ORDER.

CORRECTIVE ACTION

In progress.

- ♣ On Order.

RESPONSIBLE

Chief Engineer

14. SWIMMING POOLS

THE VESSEL HAD THE WRONG TYPE OF SHEPHERD'S HOOK AT EACH POOL.

CORRECTIVE ACTION

In progress.

- ♣ Vendor HighSeas to visit vessel on Saturday, 12 May regarding this matter.

RESPONSIBLE

Chief Officer

15. DELETED

16. WHIRLPOOL SPAS

THE WHIRLPOOL SPAS DID NOT HAVE THE APPROPRIATE SAFETY SIGNAGE INSTALLED.

CORRECTIVE ACTION

In progress.

- ♣ This is a fleetwide issue – these signs are to be ordered by Purchasing.

RESPONSIBLE

Chief Officer

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17. MEDICAL

DURING NUMEROUS CRUISES, THE VESSEL WAS REPORTING THEIR GASTROINTESTINAL ILLNESS REPORT CONSISTENTLY OUTSIDE THE 30-HOUR RANGE, BUT NOT LATER THAN 36 HOURS. ALSO ON ONE CRUISE THE VESSEL FILED THE GI REPORT AT 20 HOURS INSTEAD OF AT 24 HOURS. IT WAS ALSO NOTED THAT DURING ONE CRUISE THE 4-HOUR UPDATE WAS NOT SUBMITTED.

CORRECTIVE ACTION

Corrected.

- ♣ **Hotel Director to check reports on weekly basis.**

RESPONSIBLE

Hotel Director

18. MEDICAL

THE VESSEL MUST HAVE A PROCEDURE TO CHECK CREWMEMBERS AT THE TIME OF BOARDING TO VERIFY WHETHER THEY HAD SYMPTOMS OF GI ILLNESS.

CORRECTIVE ACTION

In progress.

- ♣ **Initial sign-on procedures to be changed to reflect this requirement.**

RESPONSIBLE

Hotel Director

19. HOUSEKEEPING

ALL THE AIR HANDLING UNITS DID NOT HAVE ACCESSIBLE DRAIN PANS

CORRECTIVE ACTION

In progress.

- ♣ **46 drain pans are missing and on Order.**

RESPONSIBLE

Chief Ref. Engineer

20. WHIRLPOOL SPAS

THE WHIRLPOOL SPAS DID NOT HAVE A SET POINT OF 40 C / 104F

CORRECTIVE ACTION

Corrected.

- ♣ **However, SQM states that temperature should be 38C, and alarm set at 39C.**

RESPONSIBLE

Chief Engineer

21. HOUSEKEEPING

NUMEROUS SOILED HOUSEKEEPING AREAS WERE FOUND WITH USED FOOD TRAYS ON THE DECK ALONG WITH CLEAN LINENS

CORRECTIVE ACTION

Corrected.

- ♣ **However, as there are no Service Lockers on Deck 2 & 3, the viability of installing stainless steel shelves in Cabin Attendant Lockers must be investigated.**

RESPONSIBLE

Chief Housekeeper

22. WINDJAMMER – DESSERT BUFFET

THERE WAS NO SOAP AT THE HANDWASH STATION AT THIS BUFFET LOCATION

CORRECTIVE ACTION

Corrected.

- ♣ **New soap dispenser installed. Corrected**

RESPONSIBLE

F&B Manager

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23. WINDJAMMER – HOT GALLEY

THERE WAS LOOSE SEALANT UP IN THE HOOD AREA OVER THE HOT GALLEY

CORRECTIVE ACTION

Corrected.

RESPONSIBLE

F&B Manager

24. WINDJAMMER – WAREWASH

SEVERAL OF THE FINAL RINSE NOZZLES WERE CLOGGED ON THE WAREWASHING UNIT.

CORRECTIVE ACTION

Corrected.

RESPONSIBLE

F&B Manager

25. WINDJAMMER GALLEY

CUTTING BOARDS WERE STACKED UPON ONE ANOTHER HORIZONALLY. IT WOULD BE BEST IF THESE BOARDS WERE ALLOWED TO DRY VERTICALLY.

CORRECTIVE ACTION

- ♣ **Slotted shelves installed for chopping boards for vertical drying.**
Corrected

RESPONSIBLE

F&B Manager

26. PORTOFINO

THE HEAT LAMPS WERE NOT PROPERLY SHIELDED

CORRECTIVE ACTION

- ♣ **Shatter proof bulbs have been ordered. Pending**

RESPONSIBLE

F&B Manager

27. BARS GENERAL

THE GLASS WASH MACHINES DID NOT HAVE DATA PLATES ON THEM

CORRECTIVE ACTION

In progress.

- ♣ **F&B Manager to supply information to Chief Officer, who will have signs made.**

RESPONSIBLE

**F&B Manager /
Chief Officer**

28. CHILD ACTIVITY CENTER

A WRITTEN GUIDANCE OF SYMPTOMS OF COMMON CHILDHOOD INFECTIOUS ILLNESSES WAS NOT AVAILABLE AT THE TIME OF INSPECTION

CORRECTIVE ACTION

In progress.

- ♣ **Hotel Director to contact the Risk Management Department to follow up.**

RESPONSIBLE

Hotel Director

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29. GENERAL BARS AND WINDJAMMER

THE OPERATIONS IN THE BARS AND WINDJAMMER WERE EXCELLENT

CORRECTIVE ACTION

None

RESPONSIBLE

F&B Manager

30. FOOD SERVICE GENERAL

CLEANLINESS OF BOTH FOOD AND NON-FOOD CONTACT SURFACES OF DISHWARE, UTENSILS, POTS, PANS AND EQUIPMENT WERE EXCELLENT.

CORRECTIVE ACTION

None

RESPONSIBLE

F&B Manager

31. ENGINEERING CONTROL

THE POTABLE WATER SYSTEM, POOLS AND SPAS WERE OUTSTANDING.

CORRECTIVE ACTION

None

RESPONSIBLE

Chief Engineer